



Business Continuity & Productivity

IN THE DIGITAL WORKPLACE

🕒 25-27 Aug, 2020 📍 #ShiftHappens APAC Week Online

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Sustainable Microsoft Teams Adoption - What the Smartest Organisations Have Done to Get There

Kirsty McGrath (MVP)

www.shifthappenscon.com

Be constructive, be respectful, be helpful and be kind.

Our session is dedicated to providing a harassment-free conference experience for everyone, regardless of gender, gender identity and expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, religion (or lack thereof), or technology choices.

We do not tolerate harassment of conference participants in any form. Sexual language and imagery is not appropriate for any conference venue, including talks, workshops, parties, Twitter and other online media. Conference participants violating these rules may be sanctioned or expelled from the conference without a refund at the discretion of the conference organisers.

WELCOME TO OUR PARTICIPANTS FROM AROUND THE WORLD

We acknowledge the traditional custodians of the land on which this online session is hosted, and the traditional custodians of the lands where our Australian-based speaker and participants are located.

We would also like to pay our respects to Elders past, present and future.

Kirsty McGrath (MVP)
Adoption Consultant



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Mobile: [+61 432604370](tel:+61432604370)

Meetups:

[Microsoft 365 Adoption User Group Sydney](#)

[Microsoft 365 Adoption User Group Melbourne](#)



Sydney
Microsoft 365
Adoption User Group
OnPoint Solutions
#M365AdoptionUG

Microsoft 365 Adoption - Sydney

Sydney, Australia
408 members · Public group
Organized by Kirsty M.

Share: f t in

About Events Members Photos Discussions

Join this group

...

What we're about

This group is for anyone who is interested in coming together as a community around Office 365 & Microsoft 365 Adoption & Change Management. We love learning about, and experiencing Microsoft 365 & Office 365 productivity solutions in the public cloud. Come along and find out how

Organizer



Kirsty M.
Message

Members (408)

See all

facebook

Email or phone Password Log In
Forgotten account?



Australian Microsoft 365 Adoption Users Groups
@Microsoft365Adoption

Home
About
Events
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Photos
Community

Create a Page

Australian
Microsoft 365
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OnPoint Solutions
#M365AdoptionUG

Like Share Suggest Edits ...

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Posts



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Follow

Australian Microsoft 365 Adoption User Groups @M365Adoption

Sydney and Melbourne's monthly Microsoft 365 Adoption User Groups
#M365AdoptionUG

#Microsoft365 #Office365 #Yammer #SharePoint #Adoption #ChangeManagement

Australia Joined February 2018

43 Following 192 Followers

Tweets

Tweets & replies

Media

Likes

Australian Microsoft 365 Adoption User Groups Retweeted



Femke Cornelissen @Femkedebruin · May 14
Today 🌟 Microsoft 365 Adoption day @m365May #m365may
#knowledge



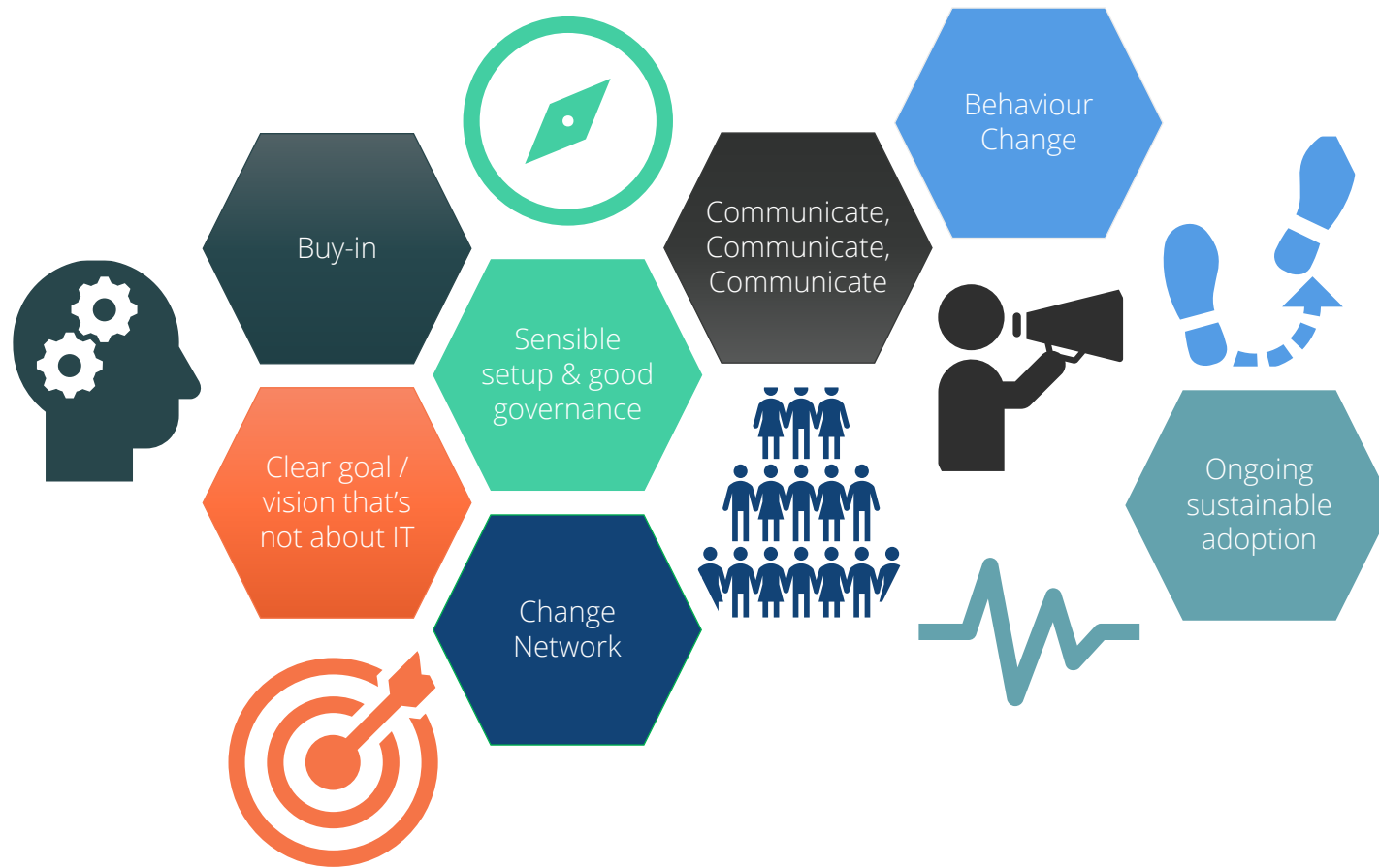
CHANGE
PRACTITIONER



Certified Online
Learning Facilitator
Certified by The Learning and Performance Institute



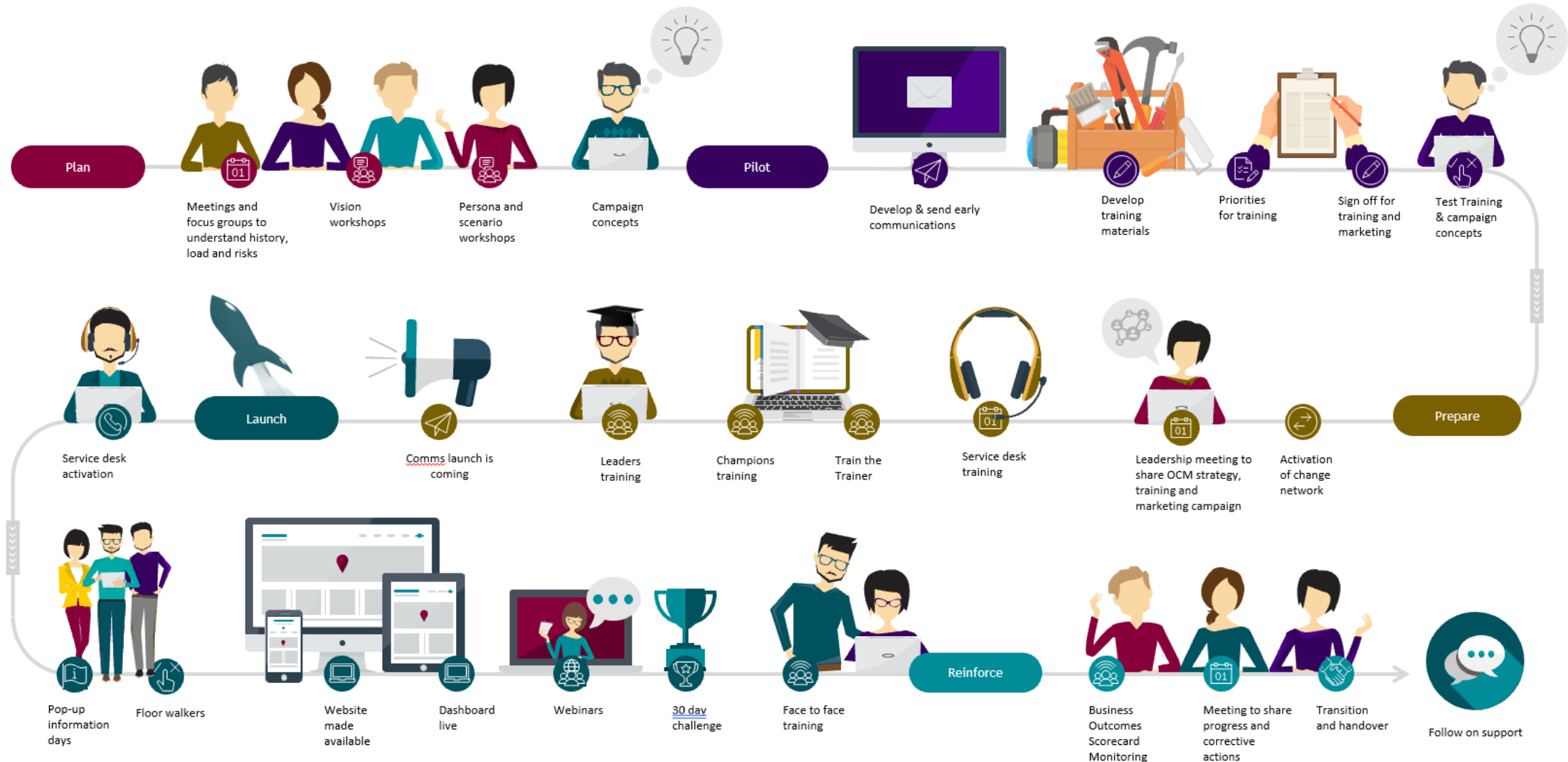
Themes

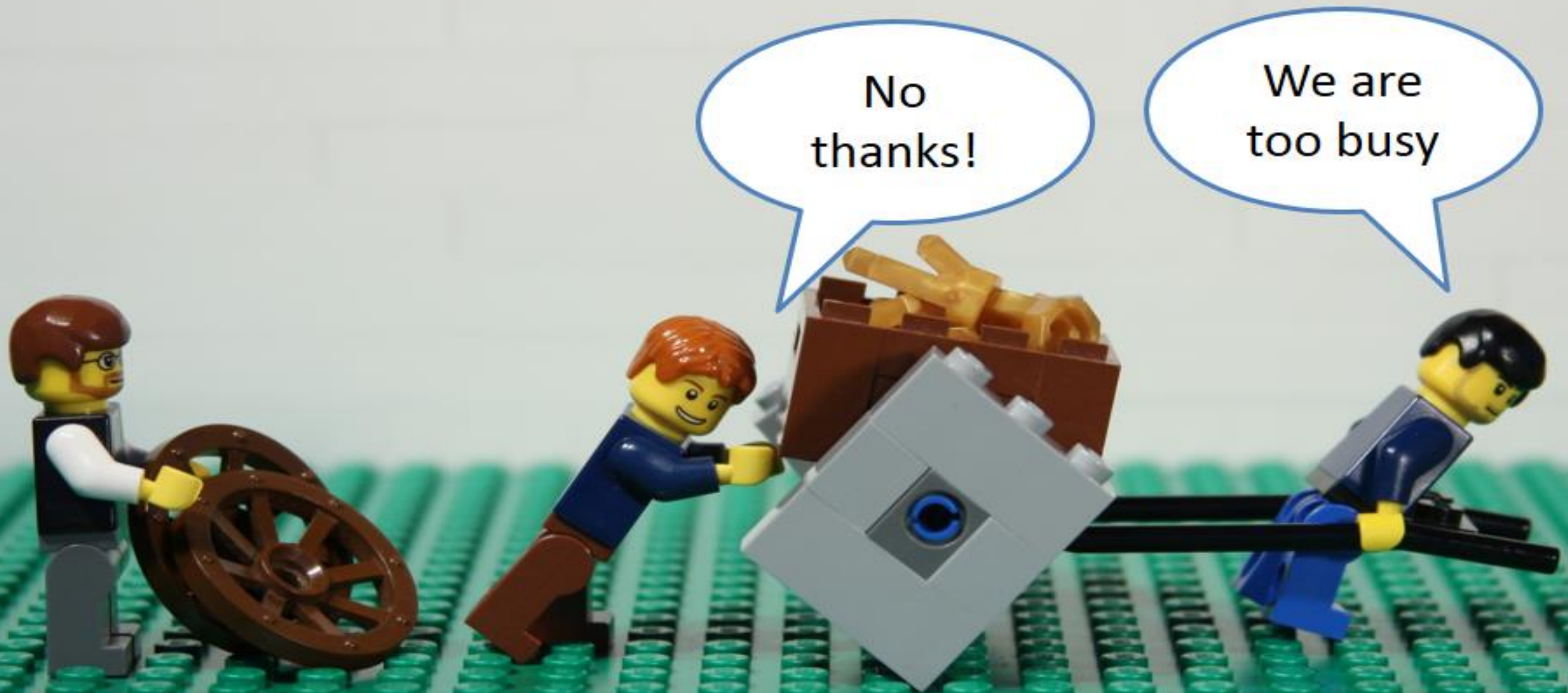




Theme 1 – The Buy-In

What does an Adoption Journey Look Like?





Håkan Forss @hakanforss <http://hakanforss.wordpress.com>

This illustration is inspired by and in part derived from the work by Scott Simmerman, "The Square Wheels Guy" <http://www.performancemanagementcompany.com/>



Theme 2 – The Vision

Complete a Visioning Exercise

Host a meeting

with executives, key department stakeholders, project managers, and champions who understand overarching company goals.

Discuss

the challenges and barriers that may be affecting workflows, and start to identify how new ways of working could make an impact.

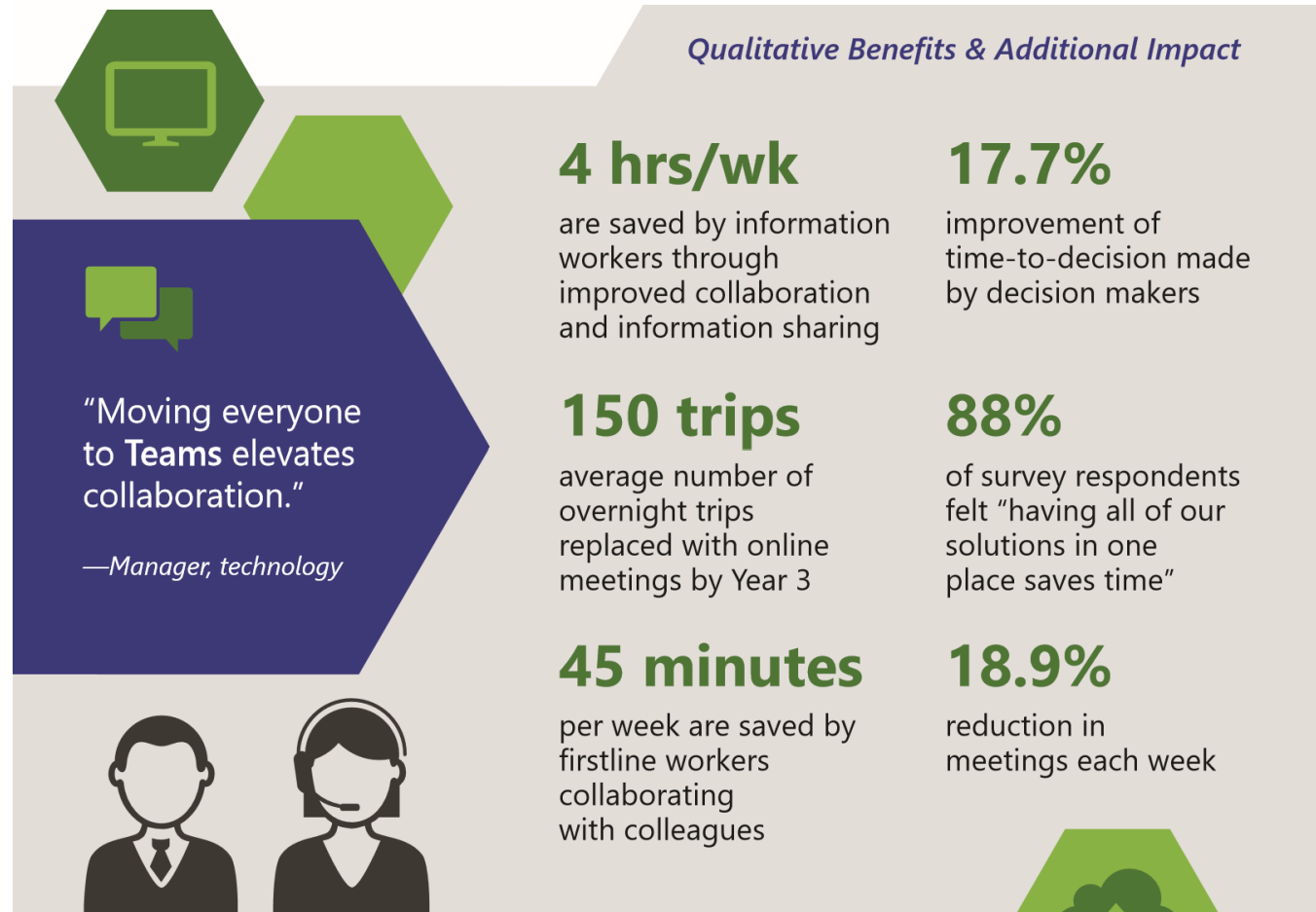
Consider these questions to drive the conversation:

- 1 What are the current collaboration and communications challenges within the organization?
- 2 Why is the organization changing the way we work at this time?
- 3 How does working in a new way support the organization's overarching mission, vision, and strategy?
- 4 How will a more social and open way of working benefit the overall organization and employees personally?
- 5 What does success look like following the adoption of this new way of working?

Senior Leadership Pain Points



Benefits (ROI) – Forester's TEI of Teams





GOOD

BETTER

BEST



Theme 3 – The Change Network

Office 365 Adoption Enablers

Enablers represent the types of people critical to driving user adoption. Research shows that engaging additional personas can help boost user engagement.

ENGAGE FOR SUCCESS—EXPAND YOUR NETWORK TO INCLUDE:

Executive Sponsor



The Executive Sponsor comes from the very top of the business organization or unit. She is focused on business goals and concerned about risks to business operations.

The best, most impactful Executive Sponsors to engage are also Visionaries- passionate about tech, they pursue innovation as a means to help increase competitiveness.

100% Non-IT

Shepherd



The Shepherd helps nurture and guide change in their organization. She directly contributes to driving change through formal change management programs, or as a trusted and valued liaison between business and IT.

38% Non-IT

62% IT

Champions



Champions are engaged and capable users who may be involved in a team helping to define initiatives and make change happen. Work with and through the Shepherd to identify Champions across the organization.

78% Non-IT

22% IT



I've been VolunTOLD

Help Desk Ready?



Change Constraints – Communicate with the Business

Change Constraints	Description
Project timelines and Go-Live dates	Baselined project timelines and go live dates may impact the availability of employees to complete training or learning sessions. This needs careful coordination by the Change team.
End of Financial Year	June is typically a busy period due to the end of financial year.
Public & School Holidays	Employees are often unavailable for training and change activities during public holidays.
Human Resources & Communications Availability	Check for planned leave of key people
Team or Office availability	??

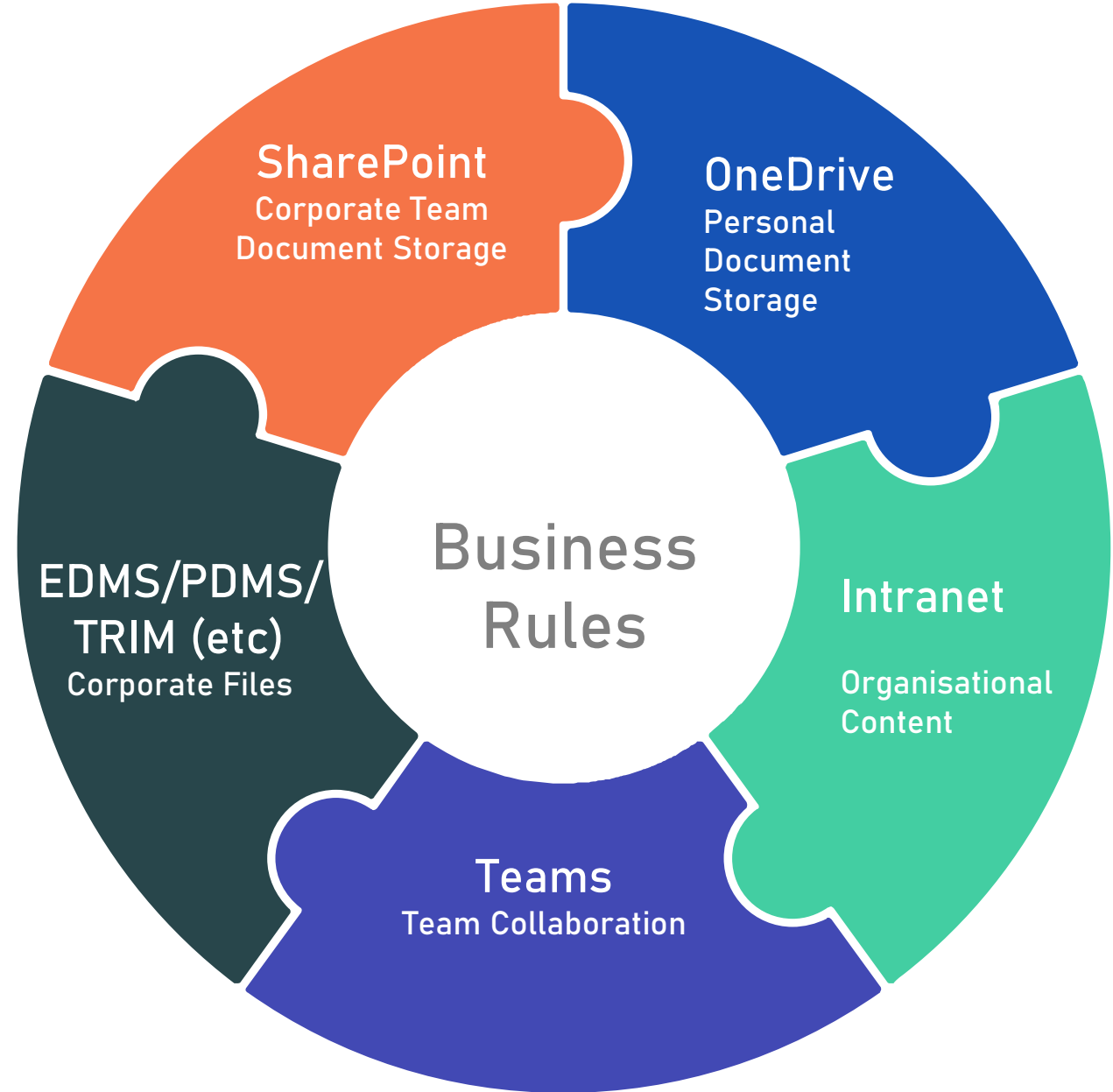


This Photo by Unknown Author is licensed under [CC BY-SA](#)

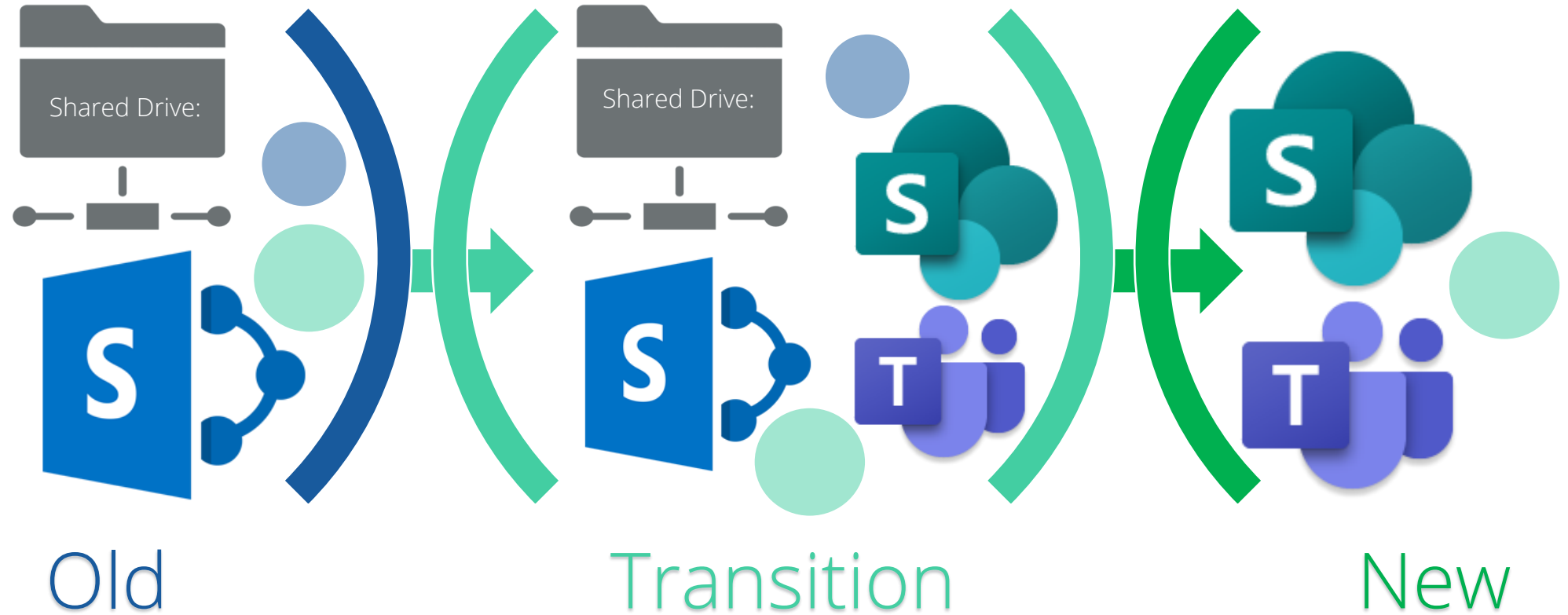


Theme 4 – Technology & Governance

Business Rules & Governance



Be Realistic!



Old to New?

Non-Integrated

Integrated



Trello

=



Planner



Workplace by Facebook

=



Yammer



Slack

=



Teams



WhatsApp

=

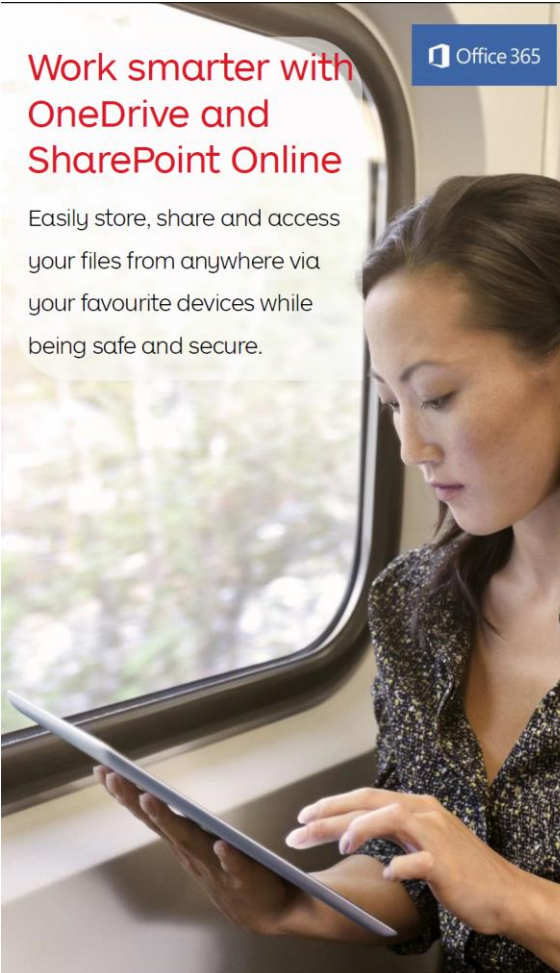


Teams



Theme 5 -Communicate, communicate, communicate

Posters

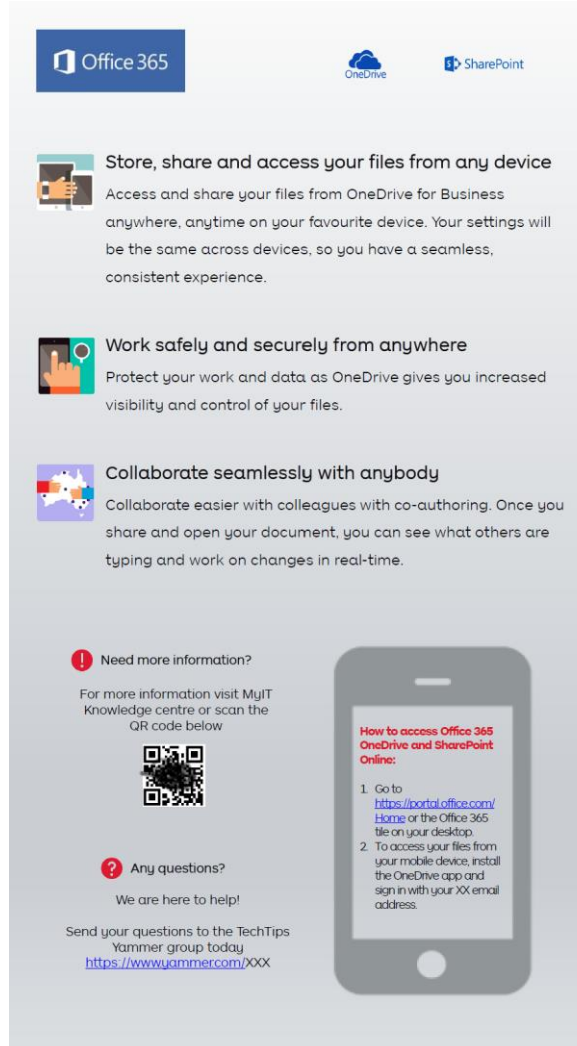


Work smarter with OneDrive and SharePoint Online

Easily store, share and access your files from anywhere via your favourite devices while being safe and secure.

Office 365

Did you know? You can install Office 2016 **for free at home!** Just go to <https://portal.office.com/Home>, sign in with your work email address and click install.



Office 365

OneDrive


SharePoint

Store, share and access your files from any device
Access and share your files from OneDrive for Business anywhere, anytime on your favourite device. Your settings will be the same across devices, so you have a seamless, consistent experience.

Work safely and securely from anywhere
Protect your work and data as OneDrive gives you increased visibility and control of your files.

Collaborate seamlessly with anybody
Collaborate easier with colleagues with co-authoring. Once you share and open your document, you can see what others are typing and work on changes in real-time.

Need more information?
For more information visit MyIT Knowledge centre or scan the QR code below



Any questions?
We are here to help!

Send your questions to the TechTips Yammer group today
<https://www.yammer.com/XXX>

How to access Office 365 OneDrive and SharePoint Online:

1. Go to <https://portal.office.com/Home> or the Office 365 tile on your desktop.
2. To access your files from your mobile device, install the OneDrive app and sign in with your XX email address.

Productivity Initiative - Digital signage



Microsoft Pop-Up

Ask us about...

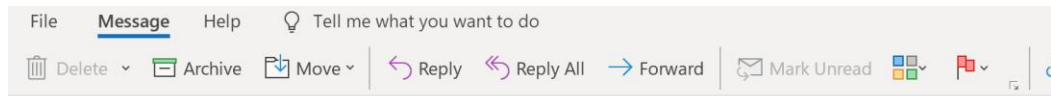
- Surface Pro
- Surface Hub
- Skype for Business
- Productivity
- Windows 10
- Whatever you need to know!

++ Go nuts for  nuts with
Krispy Kreme at every session in the TechBar

Chat with us now 



Productivity Initiative - Invites



The Microsoft Tech bar is now open | Hints & Tips to maximise tech to your advantage



Microsoft Pop-Up

Bite size workshops to get your tech toolkit working

The Microsoft Tech Bar is here to help you.

Whilst there are a wide range of sessions running during the Microsoft technology pop-up event that are available for you to attend. **The Microsoft Tech Bar** can also help you with those more specific, "How do I do that..." type of questions. We have specialists available to you for any questions you might have - find us [redacted] for the duration of the pop-up event.



Get all the expert hands on support you need to get the most out of all the tech in your toolbox. You've got access to premium software and hardware, so we want to make sure you get to know what it can do, and get comfortable using it. [Click here to register](#)

Events

Microsoft Discovery Days

Workshop Topics
Surface Pro
Surface Hub
Skype for Business
Productivity tips
Windows 10
and more...

Tech Help Bar

Microsoft will have hands on technical staff to answer your questions, troubleshoot, get your device set-up to suit you or even to discuss the best ways to do things. Got a repetitive task you know could be automated better?

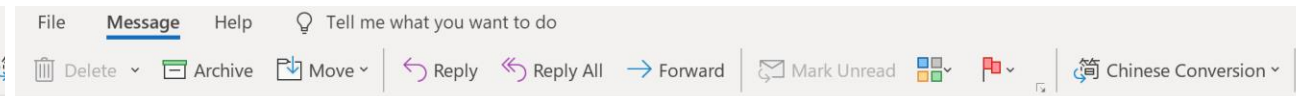
Come and see us [redacted]

Go nuts for [redacted] Nuts

Microsoft & Krispy Kreme are giving the joy back to learning, with donuts for the amazing [redacted] team in every session.



Innovation is *change* that unlocks new value



Starts Monday register today | Microsoft Pop-Up Shop | Hints & Tips to maximise tech to your advantage



Microsoft Pop-Up

Bite size workshops to get your tech toolkit working



Get all the expert hands on support you need to get the most out of all the tech in your toolbox. You've got access to premium software and hardware, so we want to make sure you get to know what it can do, and get comfortable using it. [Click here to register](#)

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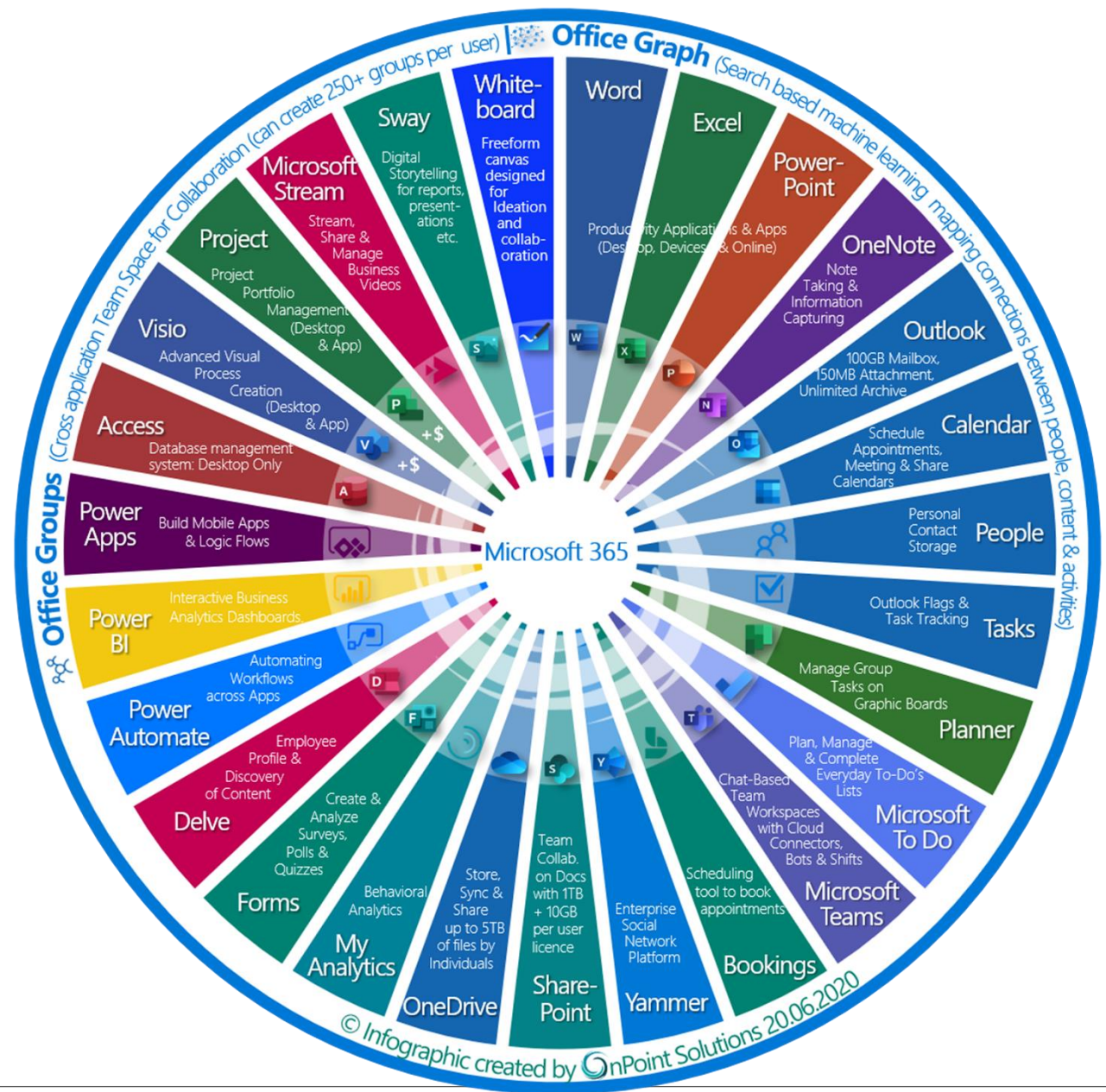


Innovation is *change* that unlocks new value



Theme 6 – Behavioural Change

Do they know?



Communicate, Communicate, Communicate



Interact with Teams

- Combine chat, meetings notes and documents in one place.
- Share tasks, documents, videos and photos.
- Always know where your teams are up to.



Single source of Truth

- Store, share and edit documents centrally visible from anywhere anytime via the intranet.
- Automated document version control ensuring you always access the current version



Why do we need it?

- Collaboration and communication are key components of productivity in the modern workplace, making Office365 and important feature of the modern workplace.



Work anywhere with anyone

- View and edit files from your mobile.
- Keep in touch with your colleagues, and access information using any device from any location.



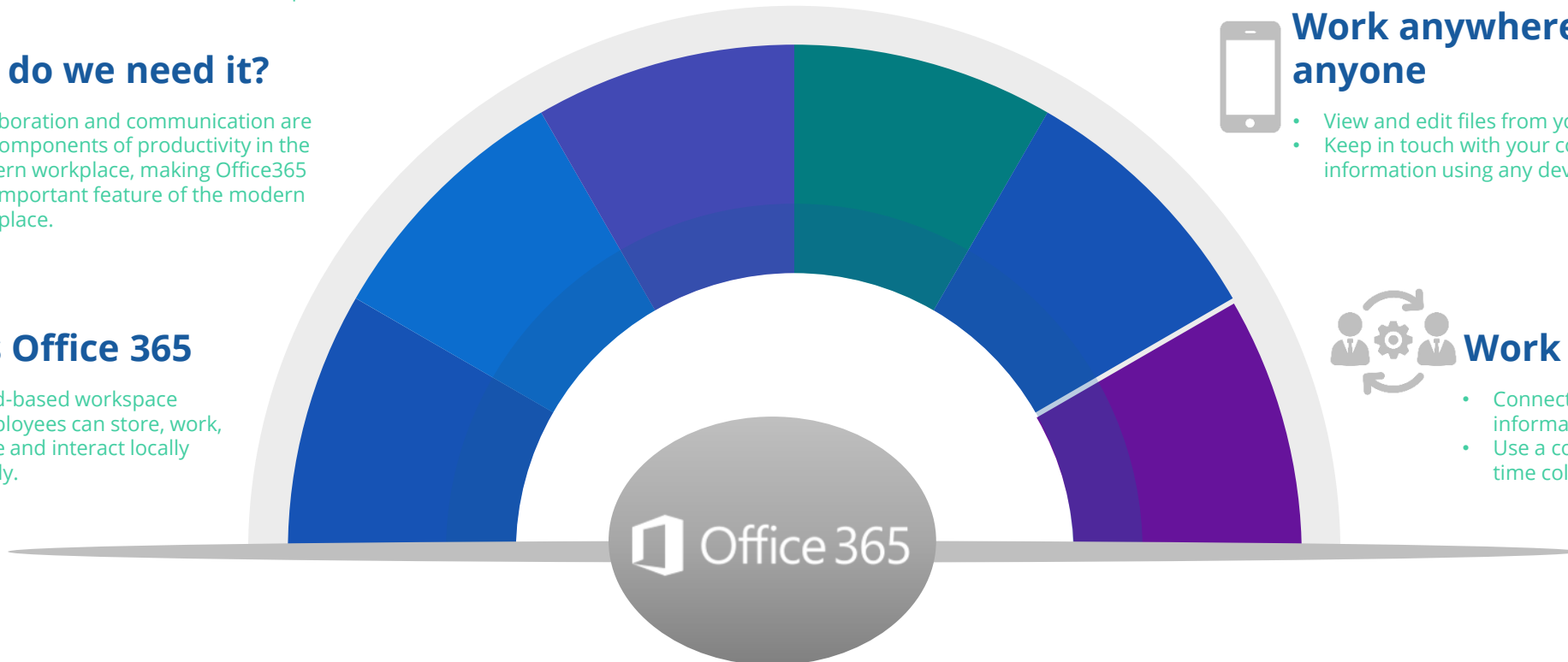
What is Office 365

- It is a cloud-based workspace where employees can store, work, collaborate and interact locally and globally.



Work Smarter

- Connecting Microsoft tools for effective information sharing.
- Use a common shared platform for real time collaboration.



Tailor your story with functional scenarios

Dive deeper into how Office 365 can solve business tasks and challenges particular to your **industry and role**.

The Productivity Library helps you showcase how Office 365 is relevant to your business stakeholder's daily activities.

<http://aka.ms/productivitylibrary>

Productivity Library

Discover how Microsoft 365 improves productivity in your specific industry or role, using scenarios and best practices.



Education



Financial services



Healthcare



Manufacturing



Professional services



Retail



Communication and media



Finance



Operations



Human resources



Marketing

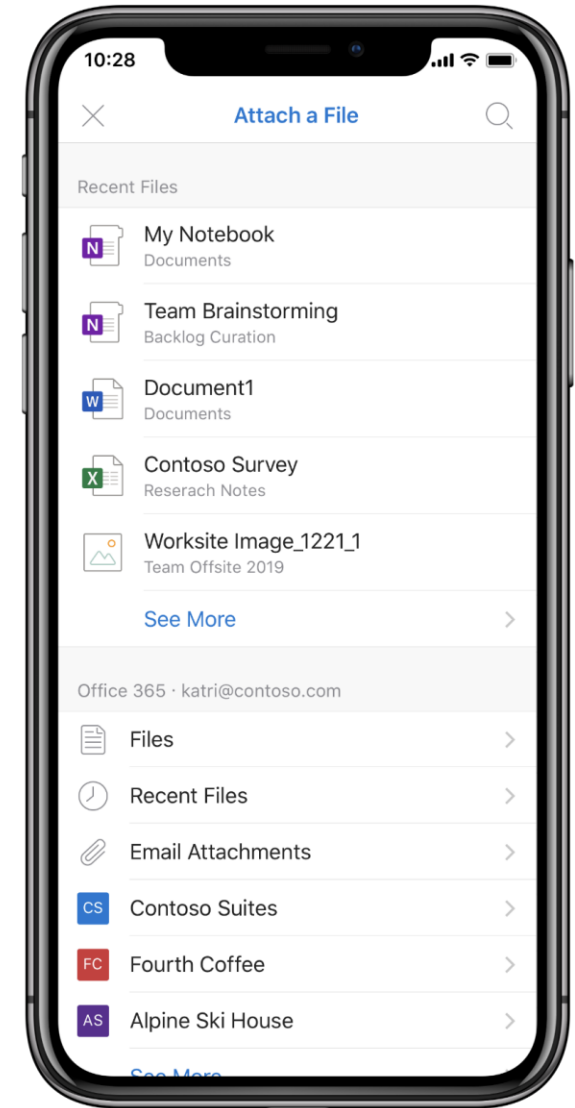


Sales

Train Team by Team!



Mobile First Experience



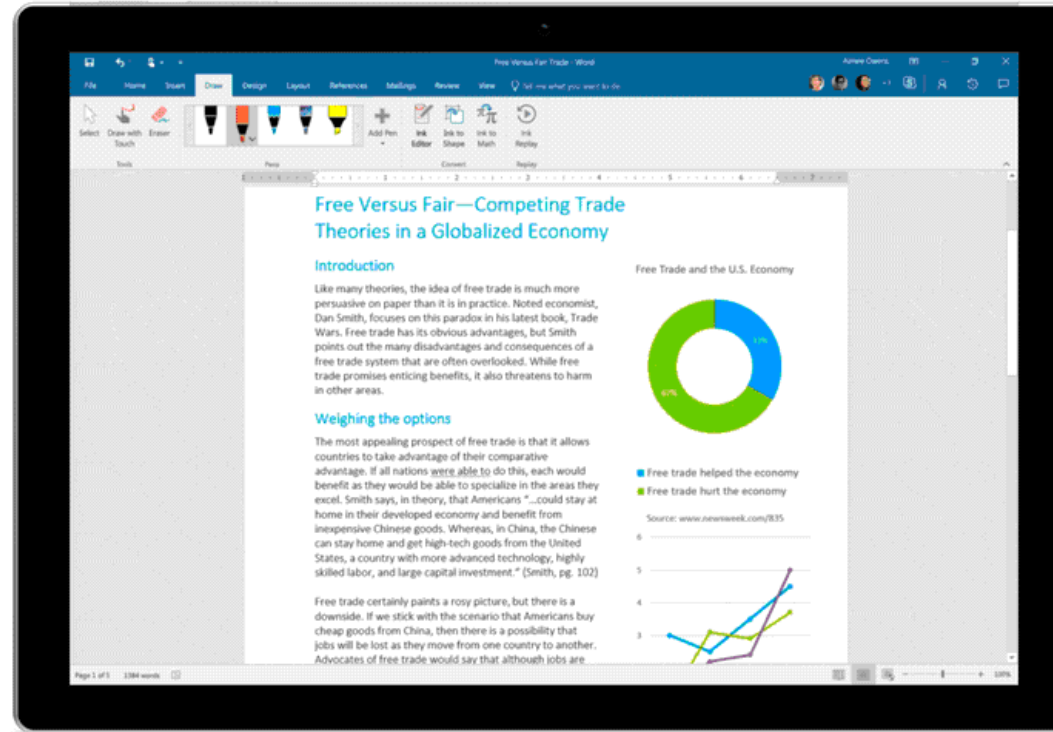
Co-authoring

Attendance List

Co-authoring example

[illegible]

Pen Usage - Meetings







Theme 7 – OnGoing Sustainable Adoption

Self-Service Training

- <https://twitter.com/MSFT365news?s=20>
- <https://techcommunity.microsoft.com/t5/Microsoft-Teams-Blog/bg-p/MicrosoftTeamsBlog>
- <https://teamsdemo.office.com/>
- <https://www.youtube.com/user/officevideos/videos>

The screenshot shows the Microsoft Teams application interface. On the left is a dark sidebar with navigation icons for Activity, Chat, Teams, Calendar, Calls, and Files. The main area is divided into a 'Teams' section on the left and a 'Champs' team view on the right. The 'Champs' team view has tabs for 'Posts', 'Files', and 'Learning Pathways'. A dropdown menu is open under 'Learning Pathways', listing 'Wiki', 'M365News', 'M365Blog', 'TeamsDemo', and 'M365YouTube'. Below the menu, there are three video thumbnails: 'Start with six simple steps', 'Get started with Microsoft Teams', and 'Ask questions and get help'.

The screenshot shows the Microsoft Forms 'Help' page. The top navigation bar includes 'Help', 'Topics', 'Training', 'What's new', and 'About'. A search bar is present with the text 'Search help'. Below the search bar, the 'Training' section is highlighted. It features an illustration of a person standing next to a large screen displaying a list of items, and another person sitting on the floor using a laptop. Below this, there are two main sections: 'Quick Start: Just the basics' and 'Set up and c...', each with a corresponding icon and a checkmark.



OnPoint Team



General



Gourmet Group



Champs



M365 Program thoughts



Whats New



How do I

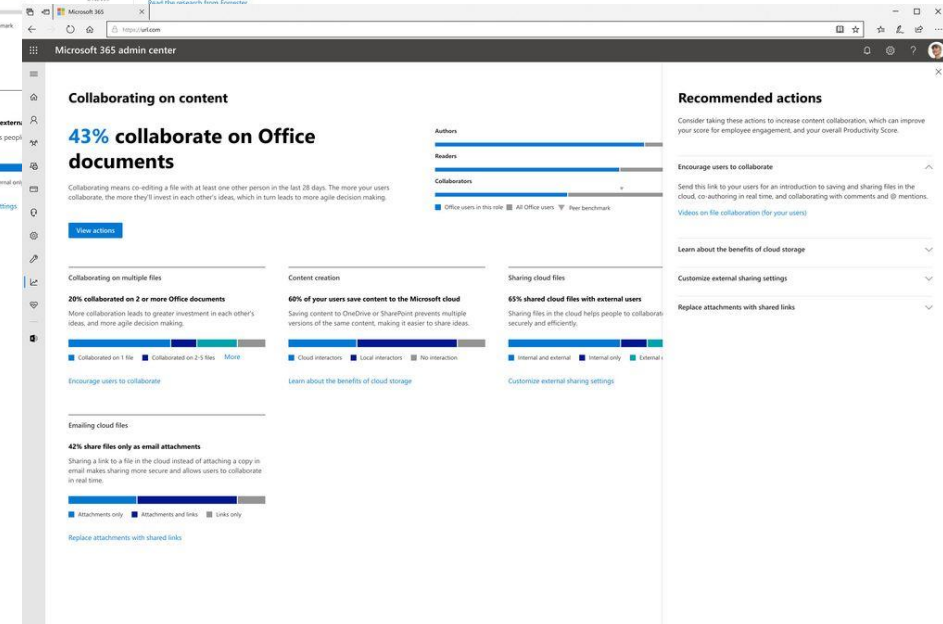
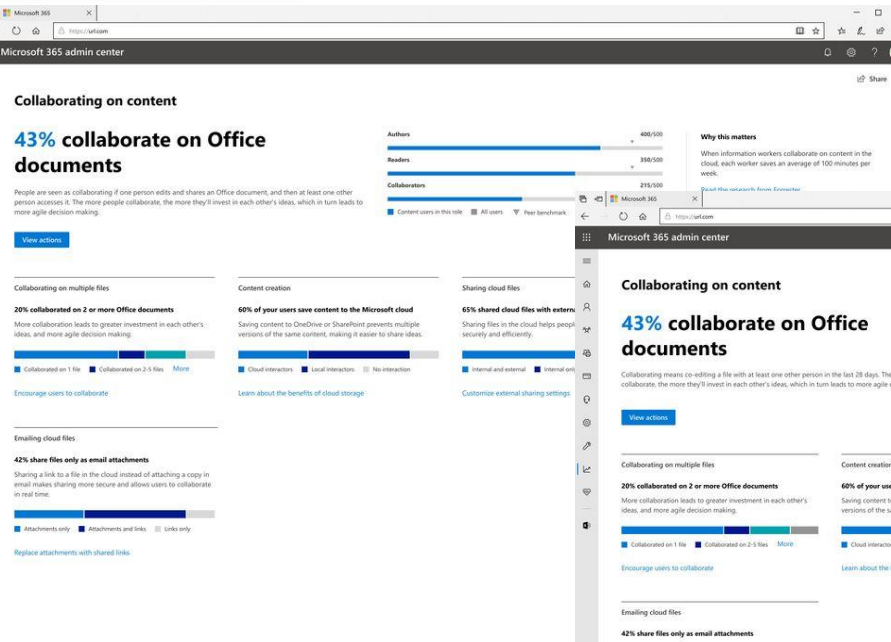
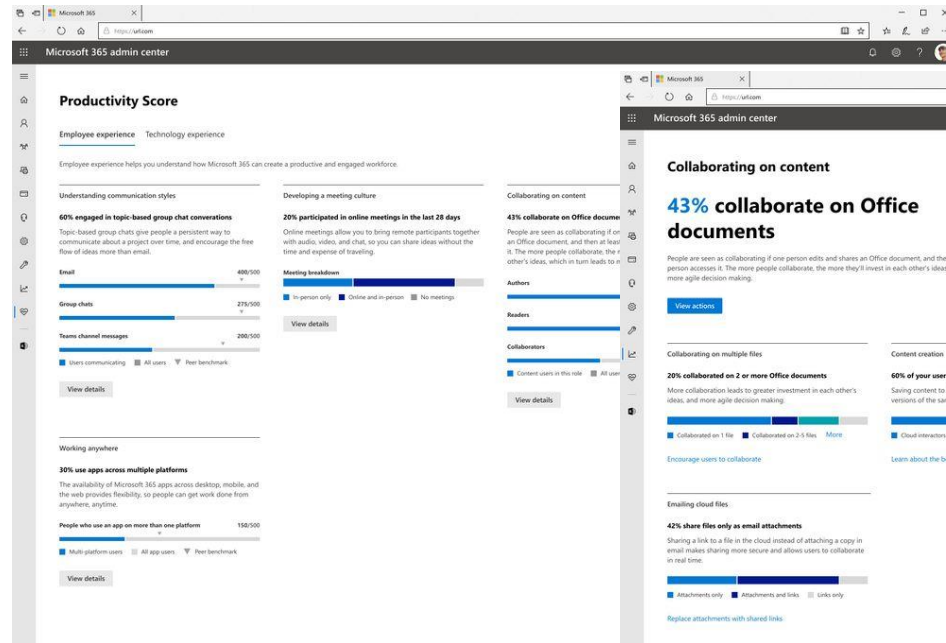


Orientation

Communication avenues?

Seek feedback and act on it!

Techcommunity - Productivity Score Insight that Transform How We Work

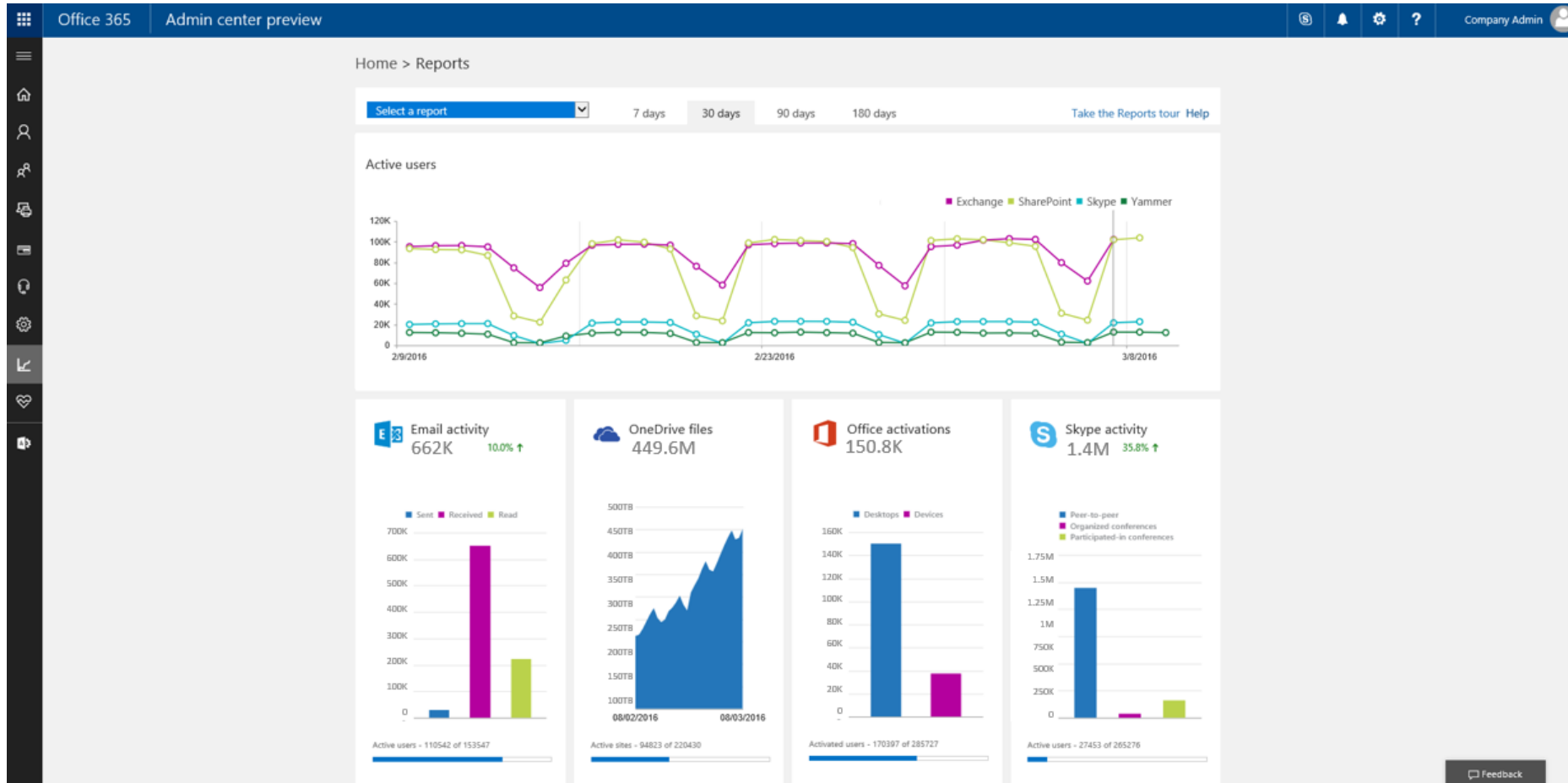


<https://bit.ly/M365UGSway>

<https://aka.ms/productivityscorepreview>

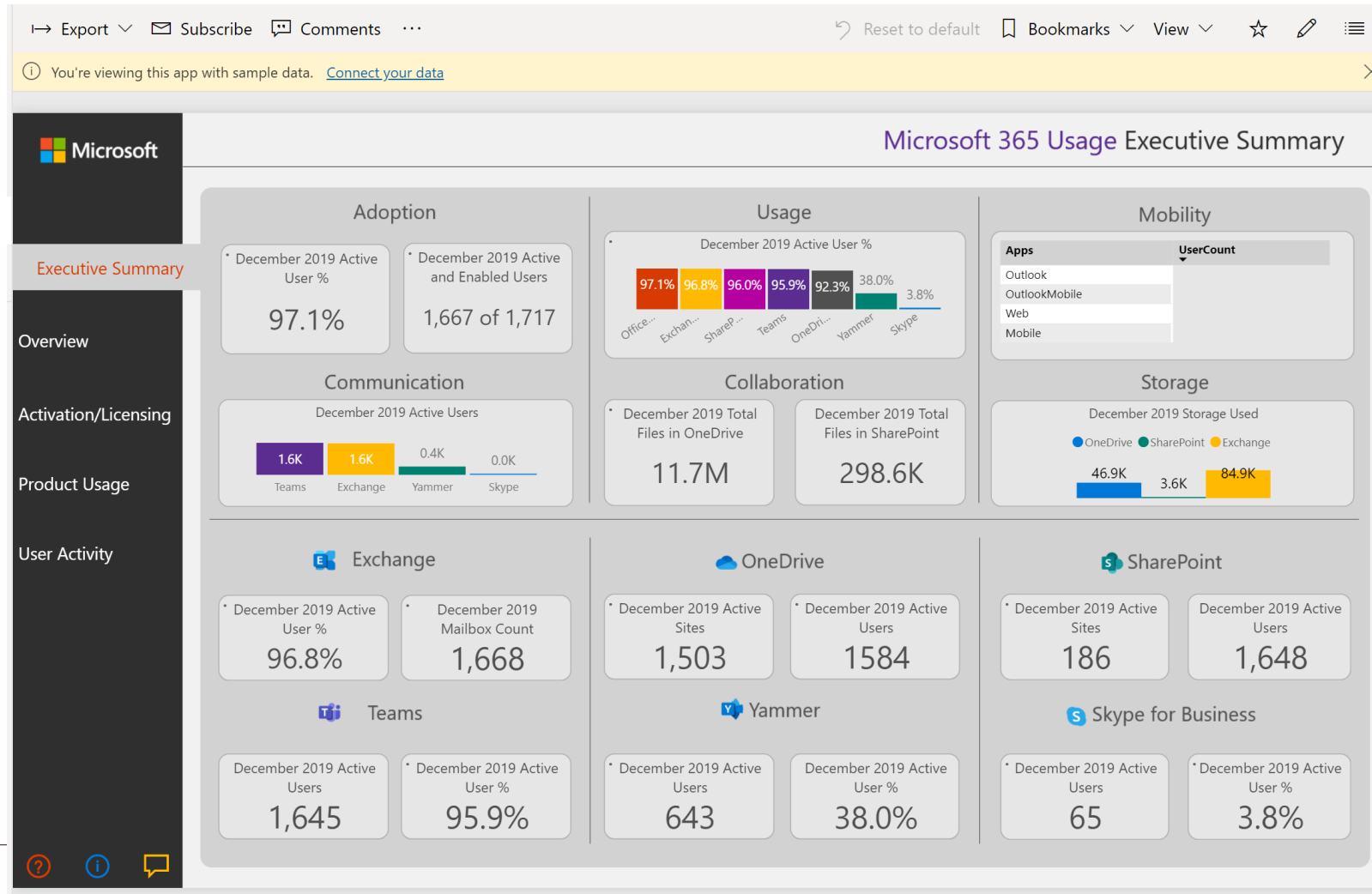
Admin Centre – Usage Reports

<https://docs.microsoft.com/en-us/microsoft-365/admin/activity-reports/activity-reports?view=o365-worldwide>



PowerBI Usage Analytics

<https://docs.microsoft.com/en-us/microsoft-365/admin/usage-analytics/usage-analytics?view=o365-worldwide>






Resources

Microsoft 365 Adoption | Micros x +


← → ↻ 🔒 https://adoption.microsoft.com ☆ ⚙️ 👤 ⋮

Already started your adoption journey?


Select a product or scenario to find resources that match your phase of adoption:




Microsoft 365




Microsoft Teams




SharePoint Adoption




OneDrive Adoption



Outlook mobile Adoption



Yammer Adoption



Security & Compliance

Get Started

We've compiled an easy-to-follow how-to guide that walks you and your team, step-by-step, through the best way to roll out Microsoft 365 to your organization.

[Start now >](#)

Engage Your Org


Learn how you can build a community where users can ask questions and find information to ramp up quickly.

[Learn more >](#)

Train Your Org

Training your organization takes a strategic effort and one that is fundamental for every organization. Microsoft 365 makes training simple with our learning pathways solution.

[Get started >](#)



Choose a setup option and provision Microsoft 365 learning pathways.

Tailor learning pathways for your environment.

Share learning pathways with your users using Microsoft adoption tools.

MICROSOFT 365 LEARNING PATHWAYS

Training, Learning, Adoption

Help your organization get more from Microsoft services by implementing the Microsoft 365 learning pathways. This digital, customizable, learning solution streams on-demand content for Microsoft 365 services right to your end users.

Site features



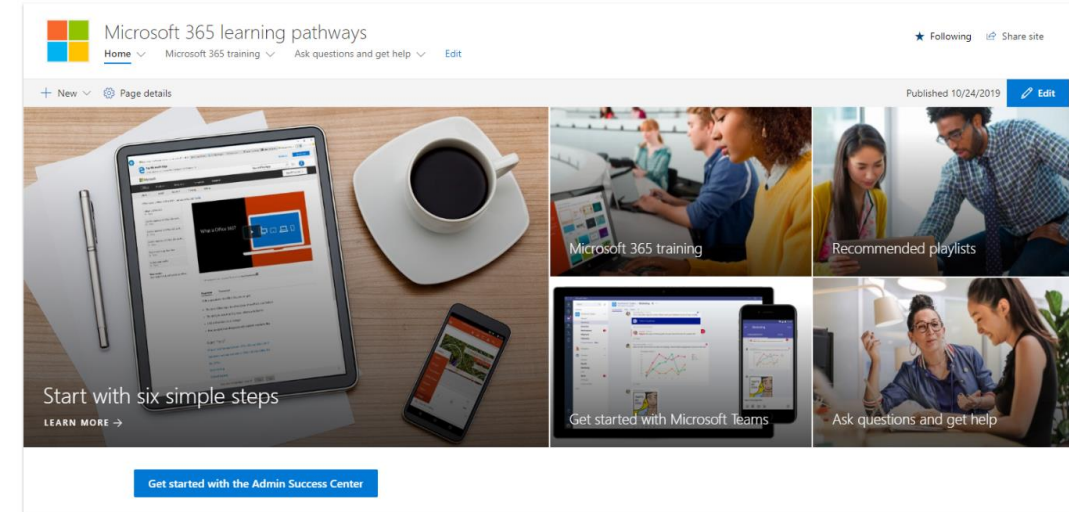
Web parts used



Content included



Add to your tenant >



[Custom Learning Support & Process](#)
[Downloadable Adoption Kit](#)

Resources to Learn More

<https://aka.ms/SuccessWithTeams>

Your hub for all things Microsoft Teams including vision, practical onboarding guidance, success stories, and support.

The screenshot shows the Microsoft Teams admin documentation hub. At the top, a blue banner reads "Microsoft Teams admin documentation" with the subtitle "Learn how to roll out and manage Teams, and prepare your users for Teams". Below this, there are six tiles arranged in a 2x3 grid:

- OVERVIEW**: COVID-19 response - Support remote workers using Teams
- DEPLOY**: How to roll out Teams
- OVERVIEW**: Security and compliance in Teams
- LEARN**: Find training for you and your users
- HOW-TO GUIDE**: Upgrade from Skype for Business to Teams
- GET STARTED**: Adoption hub

At the bottom, there are three columns of content:

- Top articles**: Prepare your network for Teams, Use Advisor for Teams to help you roll out Teams, How Teams uses memory, Communicate with users from other organizations (guest/external access), IT Architecture posters and solutions.
- Voice calling with Teams**: Cloud voice in Microsoft Teams, Microsoft 365 Business Voice, Phone System Direct Routing, Set up common area phones.
- More Teams content**: Help content for end-users, Teams tech community, Teams user feedback forum, Teams product info, Teams developer platform.

<https://FastTrack.microsoft.com>

Assistance for customers to realize their vision with Microsoft cloud services

The screenshot shows the Microsoft FastTrack website. The main heading is "Move confidently to the cloud with FastTrack". Below this is a "Sign in" button and a link to "Get help". A large image on the right shows a person working on a laptop. Below the main heading, there is a section titled "FastTrack helps customers deploy Microsoft cloud solutions. Customers with eligible subscriptions to Microsoft 365, Azure, or Dynamics 365 can use FastTrack at no additional cost for the life of their subscription." At the bottom, there are three columns of content:

- Envision new cloud capabilities**: Plan cloud deployments with help from FastTrack, a service included in your Microsoft subscription. Sign in >
- Access engineering expertise**: Receive end-to-end guidance from Microsoft engineers and partners throughout your deployment. Learn more >
- Drive business value**: Use our change management resources to help gain user adoption and achieve your business goals. Sign in >

Resource

Link

Office Blog

<https://aka.ms/OfficeBlog>

Office Roadmap

<https://aka.ms/OfficeRoadmap>

Product Help

<https://aka.ms/TeamsSupport>

Known Issues List

<https://aka.ms/TeamsKnownIssues>

Team Developer Hub

<https://TeamsDeveloper>

Communities

Driving Adoption

Your community to help users make the most of Microsoft Cloud Services

15,353 Members [Join](#)

Select a Conversation Space

Conversations [Blogs](#)

Driving Adoption
1,084 Unread posts

Champions Corner
142 Unread posts

[Start a New Conversation](#)

Driving Adoption Announcements

CHAMPIONS PROGRAM

For Office 365 business users in the know



[Driving Adoption](#)

[Champions Program](#)

"Value is only realized when people change the way they work"



Where to find...

- [Service Adoption Specialist Certificate Accreditation](#)
- [Microsoft Adoption Resource Centre](#)
- [Fasttrack Resource Centre](#)
- [OneDrive Adoption Playbook](#)
- [SharePoint Lookbook](#)
- [Yammer Adoption](#)
- [Intune Adoption](#)
- [Productivity Library](#)
- [Adoption Guide](#)
- [Training](#)
- [Stay on top of Office 365 Changes Worldwide](#)
- <https://aka.ms/OfficeBlog>
- <https://aka.ms/OfficeRoadmap>

Presentation: <http://bit.ly/AvePointAdoption>



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[@M365Adoption](https://twitter.com/M365Adoption)
LinkedIn: <https://www.linkedin.com/in/kirstymcgrath>
Website: www.onpointsolutions.com.au
Mobile: [+61 432604370](tel:+61432604370)

thank you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكرم

Salamat Po

감사합니다

Cám ơn

شكريه

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう
ございます

ໂພນຄຸນຄວັບ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дякую

Ďakujem

धन्यवाद